

Illinois Insurance

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New toll-free number for insurance consumers

The Illinois Department of Insurance has established a **Consumer Assistance Hotline** for Illinois residents who have insurance questions or problems. Consumers can call the hotline toll-free at **1-866-445-5364** (1-866-4 ILL DOI). During regular business hours (8:15 a.m. to 4:30 p.m., Monday through Friday), the automated system will direct callers to staff members who are knowledgeable about all types of insurance, including health, auto, homeowners, life and annuities

and who can answer questions or investigate their complaints or provide information about insurance companies and agents. Consumers who call after hours, on weekends or state holidays can leave a message on the system's voice mail.

The Consumer Assistance Hotline will operate in conjunction with toll-free lines already established for the Office of Consumer Health Insurance (1-877-527-9431) and the Senior Health Insurance Program (1-800-548-

9034). All of the Department's toll-free numbers were established to facilitate **consumer** access to agency services and are **not intended for use by insurance companies or producers**. Department staff are unable to transfer or aid companies and producers who use the toll-free numbers.

Consumers and industry representatives can also communicate with the Department of Insurance through our website at **www.state.il.us/ins.** ♦

Partnership celebrates 100th loan to help improve home safety

A three and a half year-old partnership to provide home repair loans to qualifying Chicago residents has celebrated its 100th loan to make homes safer. The **Chicago Home Safety Partnership** is a Neighborhood Housing Services program backed by the Illinois Department of Insurance, insurance companies, the Chicago Fire Department, and others.

CHSP is an innovative approach for reducing fire loss and increasing home safety in Chicago. The first of its kind, CHSP has become a model for such innovative partnerships and hopes to share its experiences with other communities. CHSP educates residents about fire prevention and home safety, provides free home safety evaluations for home owners in Chicago, and offers a low-interest loan

fund to help families make home safety repairs and upgrades.

The \$2 million fund targets home safety improvements that will reduce property damage, injury and death from fires and other perils. State Farm, Allstate and the Ford Foundation have provided below-market capital for the fund.

With the 100th and 101st loans recently approved for home safety improvements, loans made through the Home Safety Loan Fund total more than \$1 million. The average loan is about \$9,970. Typically, families who seek financing through the fund are in need of substantial repairs to both heating and electrical systems. CHSP also offers low-interest loans for eligible homeowners who want to make and keep their homes safe from fire

and other hazards. Loans are available to upgrade or replace electrical, heating, and safety systems. Loan limits of \$15,000 for one-two units and \$20,000 for three-four units were developed to allow families to make significant improvements.

Illinois Insurance Director Nat Shapo called the project a shining example of an effective partnership between government agencies, community organizations and business. "When entities come together to make homes safer, we improve the quality of life in an entire neighborhood," Shapo said. "Those efforts help residents maintain ownership pride, restore safety and help to hold the line on insurance premiums, all of which

(cont'd on p. 2)

Staff announcements

David Murphy was appointed as the new supervisor of the Producer Licensing and Education Units effective June 18, 2001.

The following employees have recently earned professional designations:

Cindy Andersen, L/A&H Financial Examination Section, FAHM (Fellow, Academy for Healthcare Management);

Kevin Fry and Berhane Kristos, L/A&H Financial Analysis Unit, FLMI (Fellow, Life Management Institute) from the Life Office Management Association;

Carol Morris, Consumer Services Division, ACS (Associate, Customer Service) from the Life Office Management Association; and

Kathleen Taylor, P&C Financial Analysis Unit, Associate in Reinsurance from the Insurance Institute of America. ♦

Property/casualty form & rate filing review checklists available on-line

-by Donna Raffa, P&C Compliance Section

The Illinois Insurance Department's Property and Casualty Compliance Section examines policy forms, rules and rates for compliance with Illinois insurance statutes and regulations. To help accelerate the review process and facilitate speed to market, the Department has developed Review Requirement Checklists. The checklists include insurance statutes, regulations, and Department opinions for various property and casualty insurance product form and rate filings, as well as the name, phone number, and e-mail address of the Department analyst who reviews those forms and rates.

The checklists are now posted on the Department's website at www.state.il.us/ins (under Regulatory Filings) and on the NAIC website at www.naic.org. Companies should review the appropriate checklist prior to submitting each filing, as we will be updating the checklists periodically.

Checklists for life, accident and health insurers will be available September 1, 2001. ♦

Partnership (cont'd from pg. 1)

enhance the communities we live in. I encourage other insurers marketing in the Chicago area to take a closer look at the benefits of joining CHSP."

For more information on the Chicago Home Safety Partnership, contact Bruce Gottschall at (312) 491-5138.

CHSP Partners

Allstate Insurance Company
American Family Insurance
City of Chicago Fire Department
City of Chicago
Department of Housing
Encompass
Farmers Insurance Group
First Alert
The Ford Foundation
Illinois Department of Insurance
Illinois FAIR Plan Association
Kemper Insurance Companies
Lake States Insurance
Liberty Mutual Insurance
Nationwide Insurance
Neighborhood Housing Services of Chicago, Inc.
Neighborhood Reinvestment Corporation
Pekin Insurance Company
Prudential Property & Casualty Insurance Company
SAFECO Insurance Companies
State Farm Insurance Companies
Travelers Property Casualty Insurance Company ♦

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2000 insurance complaint ratios released

The Illinois Department of Insurance investigated 15,304 written consumer complaints in 2000, according to complaint statistics released by Director Nat Shapo. This complaint total represents a three percent increase over the 1999 total of 14,867 cases.

The most significant increases involved health insurance, indicating a growing public awareness of the Department's Office of Consumer Health Insurance toll-free number (877-527-9431). HMO complaints increased by 16 percent and group health insurance complaints by 23 percent. Individual annuity complaints rose by 41 percent. Coverages recording fewer complaints in 2000 than in 1999 were: individual accident and health, down by 2 percent; auto, by 3 percent; homeowners, by 7 percent; individual life, by 12 percent; and group credit accident and health,

by 28 percent. The most common reason for all complaints was claim handling.

Shapo attributed the surge in health insurance complaints in part to improved consumer awareness of Department services. "Our efforts to promote the resources of our Office of Consumer Health Insurance have paid off," he said. "OCHI is an important avenue of both information and redress for consumers. During its first year of operation, OCHI staff fielded 10,750 calls, mailed 2,489 complaint forms, and distributed thousands of educational materials to Illinois consumers. Some of this activity spilled over into our complaint investigation program," Shapo said.

The Insurance Director also noted that nearly one-third of all HMO complaints made to the Department of Insurance in 2000 were against American Health Care Providers, which was

placed in liquidation in May 2000. "Prior to liquidation, we were averaging 30 complaints a week about American," Shapo said.

Other factors contributing to higher levels of complaints included problems with continuation of group insurance coverage and fluctuating interest rates in the annuity market.

The Department of Insurance calculates complaint ratios for all licensed HMOs regardless of the number of complaints and for auto, homeowners, life and accident and health insurance companies that receive ten or more complaints in a calendar year. Ratios measure the number of written grievances in relation to Illinois premium volume, policies or certificates in force, or membership. A rank of 1 is the lowest ratio of all companies listed for a line of coverage.

Comparison of Complaints by Coverage and Reason 1999–2000

Coverage	Underwriting	Marketing and Sales	Claim Handling	Policyholder Service	Total	% Change
Auto (1999)	537	136	2,818	110	3,601	
Auto (2000)	492	78	2,809	120	3,499	-3%
Homeowners (1999)	308	29	481	33	851	
Homeowners (2000)	275	18	473	26	792	-7%
Individual Life (1999)	103	130	173	580	986	
Individual Life (2000)	99	110	159	460	870	-12%
Individual Annuity (1999)	0	23	20	79	122	
Individual Annuity (2000)	3	44	16	109	172	+41%
Individual A&H (1999)	215	28	742	154	1,139	
Individual A&H (2000)	268	28	660	156	1,112	-2%
Group A&H (1999)	147	11	2,479	169	2,806	
Group A&H (2000)	236	16	3,010	184	3,446	+23%
Group Credit A&H (1999)	6	5	61	39	111	
Group Credit A&H (2000)	4	1	55	20	80	-28%
HMOs (1999)	42	3	1,441	35	1,521	
HMOs (2000)	20	3	1,715	23	1,761	+16%

(cont'd on p. 4)

Composite of Insurance Complaints**Total Complaints Investigated in 2000**

HMO Complaints	1,761
Insurance Company Complaints	<u>10,781</u>
	12,542
Not Categorized	<u>2,762</u>
Totals	<u>15,304</u>

Complaints by Line of Coverage

Auto	3,499 (23%)	
Homeowners	792 (05%)	
Individual Life	870 (06%)	
Individual Accident & Health	1,128 (07%)	} 41%
Group Accident & Health	3,486 (23%)	
HMOs	1,761 (11%)	
Group Credit Accident & Health	82 (01%)	
Individual Annuity	180 (01%)	
All Other Coverages	744 (05%)	
Not Categorized	<u>2,762 (18%)</u>	
Totals	15,304 (100%)	

Major Reasons for Complaints

	Insurance Companies	HMOs
Claim Handling	7,746 (72%)	1,715 (97%)
Underwriting	1,523 (14%)	20 (01%)
Policyholder Service	1,196 (11%)	23 (01%)
Marketing and Sales	<u>316 (03%)</u>	<u>3 (01%)</u>
Totals	10,781 (100%)	1,761 (100%)

Distribution of Complaints by Zip Code

	Insurance Companies	HMOs
Metro Cook County (600–605)	4,089 (38%)	905 (51%)
Chicago (606)	2,176 (20%)	261 (15%)
Downstate (607–629)	3,549 (33%)	544 (31%)
Outside Illinois	<u>967 (09%)</u>	<u>51 (03%)</u>
Totals	10,781 (100%)	1,761 (100%)

2000 Complaint Ratios by Line of Coverage

2000 Complaint Ratio per \$1 Million of Direct Premiums Written in Illinois Insurance Companies Showing 10 or More Complaints For Coverage Type—Private Passenger Automobile

Name	Complaints	2000 Written Premium	2000 Complaint Ratio	2000 Ranking
ALLSTATE INSURANCE COMPANY	224	460,136,486	.48	12
AMERICAN AMBASSADOR CASUALTY COMPANY	173	63,596,734	2.72	26
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	107	203,677,625	.52	14
AMERICAN FREEDOM INSURANCE COMPANY	61	7,522,040	8.10	37
AMERICAN HEARTLAND INSURANCE COMPANY	35	11,246,170	3.11	29
AMERICAN INDEMNITY COMPANY*	12			
AMERICAN INTERNATIONAL INSURANCE CO THE	12	6,724,210	1.78	23
AMERICAN SERVICE INSURANCE COMPANY INC	141	35,995,571	3.91	32
APOLLO CASUALTY COMPANY	135	22,360,461	6.03	35
CONSTITUTIONAL CASUALTY COMPANY	17	12,195,568	1.39	22
COUNTRY MUTUAL INSURANCE COMPANY	47	288,133,357	.16	1
ECONOMY FIRE & CASUALTY COMPANY	20	42,612,187	.46	11
ECONOMY PREFERRED INSURANCE COMPANY	26	73,918,209	.35	7
FARMERS AUTOMOBILE INSURANCE ASSN THE	12	45,561,511	.26	3
FOUNDERS INSURANCE COMPANY	104	39,038,639	2.66	25
GALLANT INSURANCE COMPANY	153	38,851,886	3.93	33
GEICO CASUALTY COMPANY	10	14,948,140	.66	17
GEICO GENERAL INSURANCE COMPANY	21	61,768,772	.33	5
GENERAL CASUALTY COMPANY OF ILLINOIS	18	34,411,167	.52	15
GOVERNMENT EMPLOYEES INSURANCE COMPANY	10	27,385,794	.36	8
HARTFORD INSURANCE CO OF THE MIDWEST	31	45,422,974	.68	18
ILLINOIS FARMERS INSURANCE COMPANY	87	240,855,491	.36	9
ILLINOIS NATIONAL INSURANCE CO	14	11,672,906	1.19	20
INTERSTATE BANKERS CASUALTY COMPANY	39	11,002,051	3.54	31
MEDMARC CASUALTY INSURANCE COMPANY	10	8,171,918	1.22	21
NATIONAL BEN FRANKLIN INSURANCE CO OF IL	19	31,236,608	.60	16
NATIONAL HERITAGE INSURANCE COMPANY	43	3,727,427	11.53	39
NATIONWIDE MUTUAL INSURANCE COMPANY	31	45,133,058	.68	19
OAK CASUALTY INSURANCE COMPANY	25	3,436,742	7.27	36
PROGRESSIVE PREMIER INS CO OF ILLINOIS	13	41,929,838	.31	4
SAFECO INSURANCE COMPANY OF AMERICA	21	55,911,541	.37	10
SAFEWAY INSURANCE COMPANY	113	21,602,938	5.23	34
STATE FARM MUTUAL AUTOMOBILE INSURANCE CO	251	1,323,469,820	.18	2
UNIQUE INSURANCE COMPANY	23	9,182,707	2.50	24
UNITED AUTOMOBILE INSURANCE COMPANY	16	5,182,988	3.08	27
UNITED EQUITABLE INSURANCE COMPANY	27	8,758,217	3.08	28
UNITED SERVICES AUTOMOBILE ASSOCIATION	13	39,282,215	.33	6
UNIVERSAL CASUALTY COMPANY	399	45,402,270	8.78	38
USAA CASUALTY INSURANCE COMPANY	13	26,966,722	.48	13
VALOR INSURANCE COMPANY	194	59,150,634	3.27	30

*No longer actively writing new business

2000 Complaint Ratio per \$1 Million of Direct Premiums Written in Illinois Insurance Companies Showing 10 or More Complaints For Coverage Type—Homeowners

Name	Complaints	2000 Written Premium	2000 Complaint Ratio	2000 Ranking
ALLSTATE INSURANCE COMPANY	96	167,361,441	.57	4
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	62	72,665,965	.85	8
COUNTRY MUTUAL INSURANCE COMPANY	27	86,086,144	.31	1
ECONOMY FIRE & CASUALTY COMPANY	15	20,248,511	.74	7
ECONOMY PREFERRED INSURANCE COMPANY	28	42,655,635	.65	6
ILLINOIS FARMERS INSURANCE COMPANY	56	89,597,451	.62	5
PRUDENTIAL PROPERTY & CASUALTY INS CO	16	12,430,797	1.28	9
SAFECO INSURANCE COMPANY OF ILLINOIS	12	35,152,730	.34	3
STATE FARM FIRE & CASUALTY COMPANY	134	407,524,365	.32	2

**2000 Complaint Ratio per 10,000 Policies in Force for Illinois Business
Insurance Companies Showing 10 or More Complaints
For Coverage Type – Group Credit A & H**

Name	Complaints	Policies In Force 12/31/00	2000 Complaint Ratio	
CUNA MUTUAL INSURANCE SOCIETY	16	510,055	.31	1

**2000 Complaint Ratio per 10,000 Policies in Force for Illinois Business
Insurance Companies Showing 10 or More Complaints
For Coverage Type—Individual Life**

Name	Complaints	Policies In Force 12/31/00	2000 Complaint Ratio	2000 Ranking
ALLSTATE LIFE INSURANCE COMPANY	12	106,843	1.12	9
AMERICAN GENERAL LIFE & ACCIDENT INS CO	25	138,576	1.80	13
ATLANTA LIFE INSURANCE COMPANY	11	85,482	1.28	11
COMBINED INSURANCE COMPANY OF AMERICA	18	41,992	4.28	15
COUNTRY LIFE INSURANCE COMPANY	13	408,230	.31	1
EQUITABLE LIFE ASSURANCE SOCIETY OF U S	10	143,318	.69	3
FEDERAL KEMPER LIFE ASSURANCE COMPANY	10	36,350	2.75	14
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	17	197,337	.86	5
GUARANTEE RESERVE LIFE INSURANCE COMPANY	35	19,322	18.11	16
JOHN HANCOCK LIFE INSURANCE COMPANY	18	158,340	1.13	10
METROPOLITAN LIFE INSURANCE COMPANY	42	848,424	.49	2
MONUMENTAL LIFE INSURANCE COMPANY	37	350,893	1.05	8
NEW YORK LIFE INSURANCE COMPANY	14	174,465	.80	4
PRIMERICA LIFE INSURANCE COMPANY	13	81,781	1.58	12
PRUDENTIAL INSURANCE COMPANY OF AMERICA	93	943,822	.98	6
UNITED INSURANCE COMPANY OF AMERICA	26	258,082	1.00	7

**2000 Complaint Ratio per 10,000 Policies in Force for Illinois Business
Insurance Companies Showing 10 or More Complaints
For Coverage Type – Individual Annuity**

Name	Complaints	Policies In Force 12/31/00	2000 Complaint Ratio	
CONSECO ANNUITY ASSURANCE COMPANY	24	17,956	13.36	2
JACKSON NATIONAL LIFE INSURANCE COMPANY	10	83,146	1.20	1
PRUDENTIAL INSURANCE COMPANY OF AMERICA	12	2,747	43.68	3

**2000 Complaint Ratio per 10,000 Members for Illinois Business
Health Service Organizations**

Name	Complaints	Total Illinois Members as of 12/31/00	Non-Medicaid/ Non-Medicare Members as of 12/31/00	2000* Complaint Ratio	2000 Ranking
COMPENENT OF ILLINOIS INC	20	177,164	177,164	1.12	3
DELTA DENTAL PLAN OF ILLINOIS	10	1,066,761	1,066,761	.09	1
FIRST COMMONWEALTH LTD HEALTH SERV CORP	11	3,714	3,714	29.61	4
OLYMPIA LIMITED HEALTH SERVICES ORG INC	1	60,144	60,144	.16	2

* Total adjusted to delete Medicaid/Medicare members

** Complaint ratio based on "adjusted" members

**2000 Complaint Ratio per 10,000 Policies in Force for Illinois Business
Insurance Companies Showing 10 or More Complaints
For Coverage Type—Individual A & H**

Name	Complaints	Policies In Force 12/31/00	2000 Complaint Ratio	2000 Ranking
AMERICAN COMMUNITY MUTUAL INSURANCE CO	41	9,419	43.52	17
AMERICAN FAMILY LIFE ASSR CO OF COLUMBUS	13	225,279	.57	1
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	22	16,703	13.17	11
BANKERS LIFE & CASUALTY COMPANY	26	25,150	10.33	9
COMBINED INSURANCE COMPANY OF AMERICA	21	242,940	.86	2
CONSECO HEALTH INSURANCE COMPANY	17	11,787	14.42	12
CONSECO SENIOR HEALTH INSURANCE COMPANY	25	16,059	15.56	13
CONTINENTAL GENERAL INSURANCE COMPANY	12	6,501	18.45	14
COUNTRY LIFE INSURANCE COMPANY	16	57,940	2.76	3
FORTIS INSURANCE COMPANY	49	7,908	61.96	18
GOLDEN RULE INSURANCE COMPANY	14	5,271	26.56	16
HEALTH CARE SERVICE CORP MUT LEG RES CO	237	318,801	7.43	6
ILLINOIS HEALTHCARE INSURANCE COMPANY*	10			
PEKIN LIFE INSURANCE COMPANY	14	14,501	9.65	8
PENN TREATY NETWORK AMERICA INS CO	10	14,022	7.13	5
PHYSICIANS MUTUAL INSURANCE COMPANY	28	40,086	6.98	4
PIONEER LIFE INSURANCE COMPANY	21	16,484	12.73	10
TRUSTMARK INSURANCE COMPANY	10	4,620	21.64	15
UNICARE LIFE & HEALTH INSURANCE COMPANY	62	8,904	69.63	19
UNITED AMERICAN INSURANCE COMPANY	16	19,660	8.13	7
UNITED SECURITY LIFE INSURANCE CO OF IL	10	560	178.57	21
UNITED TEACHER ASSOCIATES INSURANCE CO	24	2,064	116.27	20

*No longer actively writing new business

**2000 Complaint Ratio per 10,000 Certificates in Force for Illinois Business
Insurance Companies Showing 10 or More Complaints
For Coverage Type—Group A & H**

Name	Complaints	Certificates in Force 12/31/00	2000 Complaint Ratio	2000 Ranking
AETNA LIFE INSURANCE COMPANY	59	171,573	3.43	10
ALTA HEALTH & LIFE INSURANCE COMPANY	18	15,838	11.36	21
BANKERS LIFE & CASUALTY COMPANY	13	32,470	4.00	11
CELTIC INSURANCE COMPANY	26	4,206	61.81	26
CONNECTICUT GENERAL LIFE INSURANCE CO	83	317,444	2.61	8
CONSECO MEDICAL INSURANCE COMPANY	87	10,295	84.50	27
CONTINENTAL CASUALTY COMPANY	27	3,445,869	.07	1
COUNTRY LIFE INSURANCE COMPANY	11	24,497	4.49	13
FORTIS INSURANCE COMPANY	10	19,159	5.21	15
GOLDEN RULE INSURANCE COMPANY	22	9,362	23.49	23
GUARDIAN LIFE INSURANCE COMPANY OF AM	48	108,969	4.40	12
HARTFORD LIFE & ACCIDENT INSURANCE CO	13	354,886	.36	3
HEALTH ALLIANCE MEDICAL PLANS INC	11	136,544	.80	5
HEALTH CARE SERVICE CORP MUT LEG RES CO	170	331,456	5.12	14
HUMANA INSURANCE COMPANY	28	433,344	.64	4
METROPOLITAN LIFE INSURANCE COMPANY	20	5,355	37.34	24
PERSONALCARE INSURANCE OF ILLINOIS INC	11	11,592	9.48	18
PRINCIPAL LIFE INSURANCE COMPANY	47	81,346	5.77	16
PROVIDENT AMERICAN LIFE & HEALTH INS CO	17	1,717	99.00	28
PRUDENTIAL INSURANCE COMPANY OF AMERICA	42	273,400	1.53	6
RIGHTCHOICE INSURANCE COMPANY	12	10,751	11.16	20
TRUSTMARK INSURANCE COMPANY	83	286,202	2.90	9
UNICARE HEALTH INSURANCE CO OF THE MW	60	49,127	12.21	22
UNICARE LIFE & HEALTH INSURANCE COMPANY	40	227,158	1.76	7
UNITED HEALTHCARE INSURANCE CO OF IL	86	77,252	11.13	19
UNITED HEALTHCARE INSURANCE COMPANY	21	26,376	7.96	17
UNITED SECURITY LIFE INSURANCE CO OF IL	16	3,375	47.40	25
UNUM LIFE INSURANCE COMPANY OF AMERICA	16	801,083	.19	2
WELLMARK COMMUNITY INSURANCE INC*	11			

*No longer actively writing new business

2000 Complaint Ratio per 10,000 Members for Illinois Business Health Maintenance Organizations

Name	Complaints	Total Illinois Members as of 12/31/00	Non-Medicaid/Non-Medicare Members as of 12/31/00	2000** Complaint Ratio	2000 Ranking
AETNA U S HEALTHCARE OF ILLINOIS INC	120	145,126	140,425	8.54	17
AMERICAID ILLINOIS INC***	1	29,384			
BENCHMARK HEALTH INSURANCE COMPANY	2	2,086	2,086	9.58	19
CIGNA HEALTHCARE OF ILLINOIS INC	16	13,348	13,348	11.98	21
COMMUNITY HEALTH PLAN OF SBL INS CO****	3	158			
COUNTRY MEDICAL PLANS INC	1	3,453	3,453	2.89	3
GROUP HEALTH PLAN INC	42	61,613	49,100	8.55	18
HEALTH ALLIANCE MEDICAL PLANS INC	119	149,599	143,047	8.31	15
HEALTH CARE SERVICE CORP MUT LEG RES CO	297	774,385	774,385	3.83	7
HEALTH PARTNERS OF THE MIDWEST	4	5,401	5,401	7.40	14
HUMANA HEALTH PLAN INC	180	400,735	294,704	6.10	10
HUMANA HEALTHCHICAGO INC	15	11,678	11,678	12.84	22
ILLINOIS MASONIC COMMUNITY HLTH PLN CORP	1	3,899	3,187	3.13	5
JOHN DEERE HEALTH PLAN INC	9	31,229	30,647	2.93	4
MERCY HEALTH PLANS OF MISSOURI INC	2	6,818	5,263	3.80	6
ONE HEALTH PLAN OF ILLINOIS INC	14	27,794	27,794	5.03	8
OSF HEALTH PLANS INC	65	70,095	67,524	9.62	20
PERSONALCARE INSURANCE OF ILLINOIS INC	37	71,865	71,865	5.14	9
PRUDENTIAL HEALTH CARE PLAN INC	16	21,637	21,637	7.39	13
ROCKFORD HEALTH PLANS INC	34	49,238	49,238	6.90	12
UIHMO INC	2	12,094	12,094	1.65	1
UNICARE HEALTH PLANS OF THE MIDWEST INC	134	204,466	201,284	6.65	11
UNITED HEALTHCARE OF ILLINOIS INC	85	185,615	101,569	8.36	16
UNITED HEALTHCARE OF THE MIDWEST INC	7	34,606	30,657	2.28	2
UNITY HMO OF ILLINOIS INC****	1	13			

* Total adjusted to delete Medicaid/Medicare members

** Complaint ratio based on "adjusted" members

*** All members are Medicaid

**** No longer actively writing new business

HMOs with No Illinois Enrollment at Year End 2000

Name	
ACCORD HEALTH PLAN*	4
AMERICAN HEALTH CARE PROVIDERS*	549
HEALTHLINK HMO INC**	0
HMO MISSOURI INC**	1
MERCYCARE INSURANCE COMPANY**	0
PREMIER MEDICAL INSURANCE GROUP INC**	1

* No longer actively writing new business

** Employment contracts entered into in other states

Illinois Licensed Health Maintenance Organizations Having Commercial Enrollment but No Complaints

	Total Illinois Members as of 12/31/00	Non-Medicaid/Non-Medicare Members as of 12/31/00
BCI HMO INC	156	156
CIGNA HEALTHCARE OF ST LOUIS INC	1,657	1,657
HARMONY HEALTH PLAN OF ILLINOIS INC	38,037	
HEALTH ALLIANCE MIDWEST INC	859	859
MEDICAL ASSOCIATES HEALTH PLAN INC	3,148	2,540
NEVADACARE INC	59	59
UNION HEALTH SERVICE INC	25,756	24,152

Department rules review

The full text of Department rules is printed in the *Illinois Register* published weekly by the Illinois Secretary of State's Index Department, 111 E. Monroe St., Springfield, IL 62756. Subscriptions are available from that source for an annual fee of \$290. Issue numbers and a Department contact person are listed below after each rule summary.

Copies of rules are also available upon written request to the Department of Insurance at a \$1 per page charge. Some rules are posted on the Department's website at www.state.il.us/ins/industryinfo.htm. Adopted rules are codified in Title 50 of the Illinois Administrative Code.

Rule 2008 (Minimum Standards for Individual and Group Medicare Supplement Insurance) was amended effective June 18, 2001, to bring Illinois' regulation into compliance with federal standards contained in Section 1882 of the Social Security Act governing Medicare supplement insurance. Compliance is necessary to

retain certification by the Secretary of Health and Human Services. (Vol. 25, #26; Linda Fritz).

Rule 3119 (Pre-licensing and Continuing Education Requirements) was amended May 3, 2001, to implement the two-year renewal cycle for continuing education requirements of insurance producers that were included in P.A. 91-234, effective January 1, 2000. The Department is also allowing providers to use the NAIC Midwest Zone Form for certification purposes pursuant to the requirements found in Section 3119.30(a) of this Part.

In addition to minor housekeeping changes and the need for some clarification of standards, the Department is repealing Exhibits A, B, C and D at this time. Exhibits A and B are now outdated and have since been revised and posted to the Department's website at www.state.il.us/EduProviderInfo.htm. The Department makes Exhibits C and D available in electronic format to continuing education

providers upon registration. (Vol. 25, #20; John Montalbano).

Rule 4002 (Personal Information & Privacy Protection) was adopted July 1, 2001, to create a regulatory framework by which the regulated community should be in compliance with the provisions of the Gramm-Leach-Bliley Act and the laws of other states that have adopted the National Association of Insurance Commissioners (NAIC) Model Act concerning privacy of financial information. Specifically, the proposed rule sets forth the prohibitions of sharing non-public financial information with a non-affiliated third party and provides notice requirements to the consumer of the regulated entity's privacy policies and practices concerning such information. (Vol. 25, #23; Chuck Feinen).

Rule 1410 (Modified Guaranteed Annuity (MGA) Contracts) was amended June 4, 2001, to correct a discrepancy between the Department's regulation and the NAIC model. (Vol. 25, #24; Bruce Sartain). ♦

Exam reports filed

Market Conduct

AIG Life Insurance Company
5/16/01
First Financial Insurance Co.
5/17/01
North Carolina Mutual Life Insurance Company
7/16/01
National Heritage Insurance Co.
7/18/01

Financial

Amalgamated Life and Health Insurance Company
7/02/01
American Union Insurance Company
6/29/01
Asbury Mutual Insurance Company
5/15/01
Bankers Multiple Line Ins. Company
5/16/01
Barry Mutual Insurance Company
5/16/01
Bituminous Casualty Corporation
6/06/01
Bituminous Fire and Marine Ins. Co.
6/06/01

Bradford Mutual Insurance Co.
5/16/01
Camp Point Mutual Insurance Co.
5/16/01
Diamond Insurance Company
6/29/01
Enfield Farmers Mutual Insurance Company of Enfield, White County, IL
5/16/01
Founders Insurance Company
5/30/01
Fremont Casualty Insurance Co., formerly Casualty Insurance Co.
7/03/01
Illinois National Insurance Company
5/24/01
Illinois State Bar Association Mutual Insurance Company
6/05/01
Industry Mutual Insurance Company
5/15/01
Jefferson County Mutual Ins. Co.
5/15/01
Kane County Mutual Insurance Co.
5/15/01
Mid-West Truckers Risk Management Association
6/04/01

Mount Carroll Mutual Fire Insurance Company, The
5/15/01
National-Ben Franklin Insurance Company of Illinois
5/15/01
Nokomis Farmers Mutual Ins. Co.
5/15/01
Nursing Homes Risk Management Association
5/15/01
Oak Casualty Insurance Company
5/16/01
Polish Roman Catholic Union of America
5/15/01
Royal Insurance Company of America
5/15/01
United Capitol Insurance Company
7/09/01
Washington County Mutual Fire Insurance Company
5/15/01 ♦

Producer regulatory action

(Copies of regulatory orders are available upon written request to the Producer Regulatory Unit, for \$1/page. The number of pages are indicated in parentheses following the effective date.)

Stipulation and Consent Order— Civil Forfeiture Paid

Ferman M. Beckless
6640 South Union
Chicago, IL 60621
Effective 05/31/01 (3)

Verle J. Besant
2116 Meadow Lane
Centralia, IL 62801
Effective 05/08/01 (4)

Robert L. Boeke
6720 Simpson Road
Rockford, IL 61102
Effective 05/16/01 (3)

Estel Hoffard
7582 Rod-Gun Club Road
DuQuoin, IL 62832
Effective 05/17/01 (4)

Illinois Vehicle Insurance Agency,
Inc.
5559 North Elston
Chicago, IL 60630
Effective 04/30/01 (6)

Insurance Partnership Agency of IL
201 South Locust Street, Suite 1
Centralia, IL 62801
Effective 05/08/01 (4)

Nancy Tidwell
6832 Didrikson Lane
Woodridge, IL 60517
Effective 04/30/01 (6)

Mitchell S. Wolf
15896 Pope Blvd.
Prairie View, IL 60069
Effective 04/30/01 (6)

Voluntary Revocation of Producer License

Raziel Valle
5351 North Latrobe
Chicago, IL 60630
Effective 06/26/01 (1)

David S. Johnson
5383 Heartwood Lane
Roscoe, IL 61073
Effective 05/18/01 (1)

Revocation of Producer License

Emma J. Bosworth
950 Longbranch
Troy, IL 62294
Effective 06/01/01 (10)

Amy M. Keever
711 West Main Street
Reynolds, IL 61279
Effective 05/25/01 (2)

James S. Sterling
101 North Wacker Drive #CM-231
Chicago, IL 60606
Effective 06/01/01 (1)

Denial of Producer License

Courtney W. Fletcher
821 Hunger Blvd Drive
Rockville, MD 20708
Effective 05/25/01 (6)

Eldren M. Tyler
4054 W. 176th Place
Country Club Hills, IL 60478
Effective 06/04/01 (3)

Suspension Rescinded

Robert D. Moller
934 State Street, Apt 2c
Lockport, IL 60441
Effective 04/20/01 (1)

Ramon A. Prieto
3308 South 59th Avenue
Cicero, IL 60804
Effective 06/08/01 (1)

Yolanda Prieto
3308 South 59th Avenue
Cicero, IL 60804
Effective 06/08/01 (1) ♦

Company action

Market Conduct Fines

The following entities were issued Stipulation and Consent Orders and fined for Insurance Code violations and/or improper claims practices cited in their Illinois market conduct examinations:

North Carolina Mutual Life
Insurance Company, NC, 7/16/01;
\$15,000

New Admissions

Safety First Insurance Company,
IL, 6/01/01
United Security Assurance
Company of Pennsylvania, PA,
5/16/01

Terminations

Alpine Insurance Company, IL,
placed in liquidation with a finding
of insolvency 6/28/01

Amwest Surety Insurance
Company, NE, placed in liquidation
with a finding of insolvency 6/07/01
IGF Insurance Company, IA,
certificate of authority suspended
6/15/01-5/31/03

Maxicare Life & Health
Insurance Company, MO, certificate
of authority suspended
6/26/01-6/26/03

Protective National Insurance
Company, NE, certificate of
authority suspended
7/01/01-6/30/03

Sable Insurance Company, CA,
certificate of authority suspended
6/15/01-5/30/03

Superior Insurance Company,
FL, certificate of authority
suspended 6/15/01-5/31/03 ♦

COMPUTER DATA REQUEST FORM

**Mail To: Public Sales Coordinator
Information Systems Section
Illinois Department of Insurance
320 West Washington Street, 4th Floor
Springfield, Illinois 62767-0001**

The information available from the Illinois Department of Insurance, pursuant to 215 ILCS 5/408.2, is listed below.

**For assistance call the Public Sales Coordinator at (217) 524-0605 – TDD (217) 524-4872, or e-mail suzann_rhodes@ins.state.il.us
See also the Department's Internet Site at <http://www.state.il.us/ins/>**

- Instructions:**
- All sales are final. The Department does not have refund authority.
 - This form must be completed entirely before requests can be processed or mailed.
 - Payment must be received before requests can be processed or mailed.
 - The Department of Insurance will supply IBM-compatible tapes for any tape data set requested.
—Customer must specify 9 track 1600 or 6250 BPI.
 - The Department of Insurance will supply IBM-compatible diskettes for any diskette data set requested.
—Customer must specify density of diskette desired.
—Customer must specify comma delimited or non-delimited ASCII format.
 - Return completed request form with your check made payable to **Director of Insurance/SSRF** at the above address.

Data Requested:

Amount Enclosed:

Diskette size: 3.5" **Density:** ☐ LOW ☐ HIGH **Data Type:** ☐ Comma Delimited ☐ Non-Delimited

The undersigned hereby agrees that any data received as a result of this request will not be resold, reconveyed or otherwise transferred for cash, merchandise or any consideration or thing of value to any individual, corporation, association or other third party.

Requestor's Signature:

Date Signed:

(Area Code) Phone:

Mail Request to:

FEIN / SSN:

Street:

City & State:

Zip:

PRICE SCHEDULE—Effective April 19, 2001**Licensee Data**

Producer registered firms	\$600/list/diskette/tape
Producer registered firms from Upstate (zips 60000–60828)	\$300/list/diskette/tape
Producer registered firms from Downstate (zips 60829–62999)	\$300/list/diskette/tape
Applicants passing exams	\$100/list/diskette (semi-monthly)
All producers or producers with specific authority	\$600/diskette/tape, \$1,000/list
Producers from Upstate (zips 60000–60828)	\$300/diskette/tape, \$500/list
Producers from Downstate (zips 60829–62999)	\$300/diskette/tape, \$500/list
Producers from 10 zip codes	\$150/list/diskette
Premium Finance, Public Adjuster OR Surplus Lines licensees	\$100/list/diskette/tape
Third Party Administrators, Preferred Provider Administrators, Third Party Prescription Program licensees/registrants, and Utilization Review Organizations	\$100/list/diskette/tape

Complaint Data

Non-confidential standard report (complaints by company, coverages or reasons)	\$200/report
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Insurer Data

Company name, address, phone and authority (all companies)	\$100 /list/diskette/tape, \$200 labels
Company name, president, address and phone (all companies)	\$100 /list/diskette/tape, \$200 labels
HMO Company name, address, phone and county service area	\$ 25 /list/diskette
Managed Care Organization name, address and phone	\$100 /list/diskette
A&H Company FEINs, address and phone	\$100 /list/diskette
HMO Annual Statement data (all HMOs for one year)	\$600 /diskette
HMO Quarterly Statement data (all HMOs for one quarter)	\$200 /diskette
Line of business market share (LAH including Fraternal, OR P&C)	\$200 /report
Licensed insurers and accredited/approved reinsurers (available only to companies)	\$100 /list/diskette
Company name, address and phone for Worker's Compensation	\$100 /list/diskette/tape

Police/Firemen Pension Data

Fund name and address (all Funds)	\$100 /list/diskette/tape, \$200 labels
Participant data for a Fund (available only to Fund)	\$100 /diskette

Homeowner/Residential Fire Policy Counts

Raw data through 1995	\$200 /diskette (quarterly)
Raw data after 1995	\$600 /diskette (annually only)
Zip Code Market Share Report	\$400 /report
Company Detail Report for Chicago & East St. Louis through 1995 (new, renewal, non-renewal and cancellation by zip)	\$200 /report (quarterly)
Company Detail Report for Chicago and East St. Louis after 1995 (new, renewal, non-renewal and cancellation by zip)	\$600 /report (annually only)

ALL SALES FINAL. THE DEPARTMENT DOES NOT HAVE REFUND AUTHORITY.

Hearings

Scheduled Hearings:

R.F.M.S. Inc.
Medmarc Casualty Ins. Co.
Hearing No. 3849
Cancellation 7/25/01

Ronald Herbert Engler
Hearing No. 3846
Suspension of licensing authority
7/26/01

Stanley & Sandra Lewis
West American Insurance Co.
Hearing No. 3852
Cancellation 7/31/01

IGF Insurance Company
Hearing No. 3853
Section 119(1)(c) suspension 8/07/01

Superior Insurance Company
Hearing No. 3854
Section 119(1)(c) suspension 8/07/01

Scott A. Carr
Hearing No. 3855
Revocation of licensing authority
8/09/01

David Brewer
Hearing No. 3851
Suspension of licensing authority
8/15/01

John Newby
Safeco Insurance Company of IL
Hearing No. 3857
Nonrenewal 8/15/01

Valor Insurance Company
Warrior Insurance Group, Inc.
Hearing No. 3847
Director's order regarding annual
statement 8/21/01

James Todd Gray
Hearing No. 3856
Denial of licensing authority 8/28/01

Charla Earls
Hearing No. 3858
Request for license 8/30/01

Settled Without Hearing:

Agustina T. Artates
Hearing No. 3834
Dismissed 5/16/01

Maria McCarty
Illinois Farmers Insurance Co.
Hearing No. 3840
Dismissed 5/17/01

Central Stickney FPD Firefighters
Dolton Firefighters
Dolton Police
Franklin Park Police
Maywood Police
Northlake Police
(Noncompliance of FY 00 Annual
Statements)
Hearing No. 3836
Dismissed 6/28/01

Evelyn Walton
General Casualty Co. of IL
Hearing No. 3837
Dismissed 5/21/01

Completed Hearings:

Russell Clyde Cawthon
Elite Insurance Agency, Inc.
Hearing No. 3660
Previous order of revocation rescinded
7/12/01

Clifford Fields
Hearing No. 3831
Previous letter of denial for license is
rescinded 7/11/01

Matthew F. Hale
United Equitable Insurance Co.
Hearing No. 3839
Company shall withdraw Notice of
Nonrenewal; policy to be renewed
7/09/01

My Family Restaurant
(Inter American Ins. Agencies, Inc.)
United States Liability Ins. Co.
Hearing No. 3843
Cancellation effective 7/12/01

Lisa A. Resnick
Hearing No. 3826
Order of revocation rescinded 5/15/01

J. Michael Robbins
Hearing No. 3662
License application granted after paying
civil forfeiture 7/11/01

Charles Soldner
Hearing No. 3833
Letter of denial upheld; license request
denied 7/13/01

Albert B. Wendt
State Farm Fire & Casualty Co.
Hearing No. 3841
Nonrenewal effective 6/04/01

Mitchell Dudley Wilson
Hearing No. 3821
Licensing authority revoked 7/16/01 ♦

Illinois Department of Insurance
320 West Washington Street
Springfield, Illinois 62767

Address Service Requested

PRSRT STD
U.S. Postage
PAID
Springfield, IL 62767
Permit No. 821